

Water conservation & efficiency



*Both the utility
and its customers
work together
to achieve water
efficiency.*

Tucson Water is always working to make our water storage and delivery systems more efficient. That means eliminating water leaks and making sure our water storage facilities are secure.

To encourage our customers to conserve and be water efficient, Tucson Water's WaterSmart Program offers education, assistance and incentives, such as conservation rebates on high efficiency toilets, rainwater harvesting systems, improved irrigation systems and other water-saving devices.

For more information on WaterSmart and for a complete list of what Tucson Water is doing to improve the water efficiency of our water system, visit our website at tucsonaz.gov/water.



Water Reliability in a desert community

Tucson Water's Water Reliability Program includes all the investments and commitments that, together, ensure our customers have a reliable water supply and system today and for the future. The Water Reliability Program encompasses four areas – water supply, water quality, operations and systems, and water conservation and efficiency.

Water Reliability means that Tucson Water's customers can always count on:

- Safe and high quality water.
- Maximizing the use of all local renewable water resources.
- Ongoing maintenance and improvement of our water supply and delivery system.
- A financially stable utility.
- Long-term planning and appropriate infrastructure and program investment.
- Improvements in energy efficiency throughout the water system.
- Clear and timely communication about our water and how to use and re-use it efficiently.



Contact us for more information

CALL



(520) 791-4331
(520) 791-2639 TDD

SCAN



CLICK



[tucsonaz.gov/
water](http://tucsonaz.gov/water)



Water Reliability

**Investing to Ensure
A Reliable Water Supply & Water System
– Today and for the Future**



Water supply



The western United States region is predicted to continue to get drier and warmer in the future, and long-term drought and climate change are issues that will impact our region's water supplies.

Tucson Water and its customers are better prepared than most western communities for drier conditions, including drought, in part because our water resource options are varied. We have Central Arizona Project water, groundwater, and recycled water. Recycled water is available in several qualities – it can be treated to irrigation standards and used as reclaimed water on parks and golf courses. Tucson Water is also studying the possibility of further treatment of reclaimed water and using it for groundwater replenishment.

Tucson Water has developed a Drought Preparedness Plan that includes relying on good storage facilities, multiple water resources, and water efficiency measures so we can continue to serve the 700,000 people who use our water. Read the Drought Preparedness Plan at tucsonaz.gov/water/water_resources.



Water quality



Tucson Water is the source for quality water in our community. We must meet strict water quality regulations set by the U.S. Environmental Protection Agency.

Tucson Water regularly samples water from hundreds of locations across its service area, tests it at its Water Quality Laboratory and reports on the results each month to the Arizona Department of Environmental Quality.

The hardness of our water continues to increase as a renewable supply of Colorado River water blends with our groundwater. Tucson Water is studying long-term solutions to this increase in hardness. Customers can take steps to reduce the inconveniences hard water can cause in their homes or businesses. For more information, call Tucson Water at (520) 791-4331 or get the "What is Hard Water?" brochure from the Tucson Water website at tucsonaz.gov/water/publications.



Water operations & systems



Your water system needs constant maintenance and improvement. It includes more than 68 reservoirs, 4,400 miles of water mains, 80,000 valves, 22,000 fire hydrants, more than 200 wells, plus recharge facilities, pumping stations and much more.

Tucson Water is constantly working and investing in maintenance and improvements to make sure customers can always count on quality water being available at their homes and businesses. Today, Tucson Water is in the process of rehabilitating all its water reservoirs, replacing water meters, valves and mains, and upgrading its computer control system to ensure reliable water delivery all the time.

We are working 24/7 to make sure our operations and customer service are the best they can be. Among other improvements, we are optimizing our energy use, working toward all-automatic meter reading, and adding more customer service representatives to serve our 225,000 customers.

